

March 3, 2003

HAND DELIVER

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, Massachusetts 02202

Re: The Berkshire Gas Company, D.T.E. 03-11

Dear Secretary Cottrell:

Attached for filing is The Berkshire Gas Company's ("Berkshire" or the "Company") Service Quality Report for calendar year 2002. This filing is made pursuant to Berkshire's approved Service Quality Plan pursuant to the Department's April 17, 2002 letter approval. This filing is also made in conformance with the Department's February 6, 2003 correspondence from Caroline M. O'Brien and Jody Stiefel regarding report filing format.

Berkshire submitted its first annual report under D.T.E. 99-84 (Service Quality Standards for Electric Distribution Companies and Local Gas Companies) on March 1, 2002. That filing included information on performance through 2001 and described benchmarks for 2002.

Berkshire is pleased to report that it has satisfied all the developed benchmarks for penalty-related service quality benchmarks in 2002 and, therefore, does not report any financial penalties for 2002. In addition, Berkshire notes its strong performance in areas where no penalty standard established because inadequate data was available will ultimately result in higher standards for new benchmarks when adopted. Berkshire notes that it now has adequate data for the On-Cycle Meter Reads standard to be a penalty-related measure for calendar year 2003. Berkshire believes that these results, as well as the results from the surveys of its customers described in the report, demonstrate that Berkshire continues to provide high quality service.

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Please feel free to contact the undersigned or the Company's counsel, James M. Avery, Esquire, Brown Rudnick Berlack Israels LLP, One Financial Center, Boston, Massachusetts 02111 (617/856-8112) with respect to this matter.

Sincerely,

Richard E. Nasman  
Director of Operations

Attachments

cc: Jody M. Stiefel, Esq., Hearing Officer (w/1 enc via hand delivery)  
Glenn Shippee, Rates and Revenue Requirements Division (w/6 enc via hand delivery)  
Joseph Rogers, Esq., Assistant Attorney General (w/1 enc via hand delivery)  
Carol R. Wasserman, DOER Deputy General Counsel (w/1 enc via hand delivery)  
James M. Avery, Esq.

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